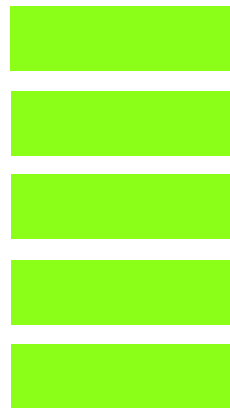# ROAD ANGEL™

Connected Tracking Portal

Help Document

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Overview

This help document has been written as a series of Frequently Asked Questions (FAQ's) aimed at helping you use and understand the Road Angel Connected tracking portal. We know that not all areas can be addressed in this document, so if you have any additional questions please contact Road Angel Group by email on info@roadangelgroup.com or by phone on 01327 855 586.

How do I view vehicles on the map?

Vehicles are represented by directional markers on the map which update every two minutes, as shown in Figures 1 to 4 below.

A green marker shows that the vehicle is moving. An amber marker shows that the vehicle has not moved since the last GPS fix (in other words the end of a journey is predicted). A red marker shows that the vehicle is not moving and the last journey has been finished.

To display the time of the last known location of a vehicle (if it hasn't moved for 10 or more minutes) hover the mouse pointer over the directional marker, as outlined in figure 4.
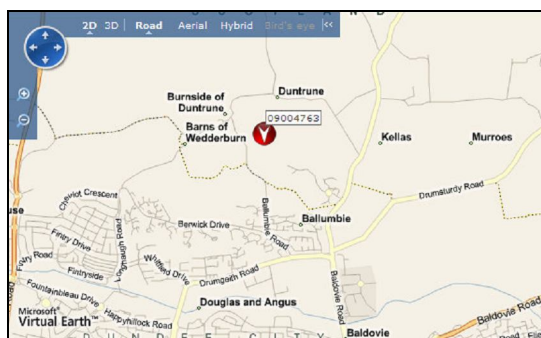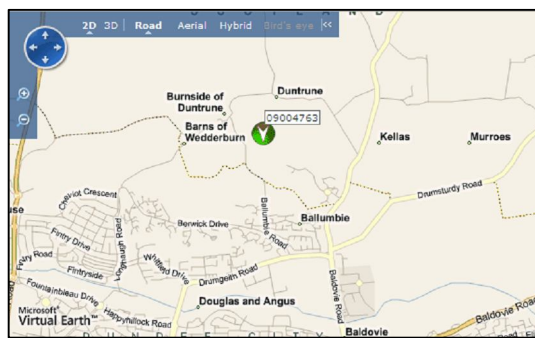

Figure 1 - Vehicle is stationary
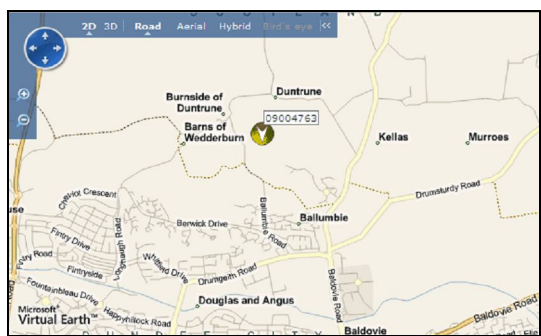

Figure 2 - Vehicle is moving

Figure 3 - Vehicle has recently moved however has have come to the end of a journey
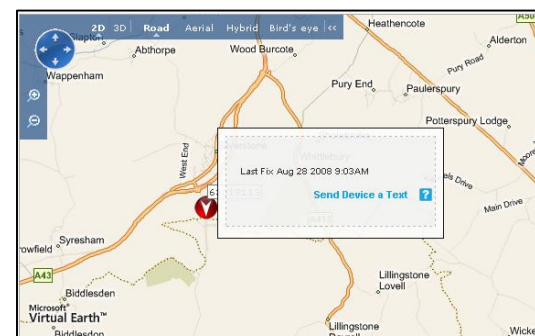

Figure 4 - Information box showing the last known likely to location and time

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How do I view my journeys?

Directly under the map on the tracking portal screen you will see the Vehicle Journey section as outlined in figure 5.

Journeys are stored for up to 6 months, and to view them you have to enter a date range by selecting dates in the 'From' and 'To' fields provided. Once you have selected your date range, press Search Journeys which generates a list of journeys during the selected period, as outlined in figure 6.
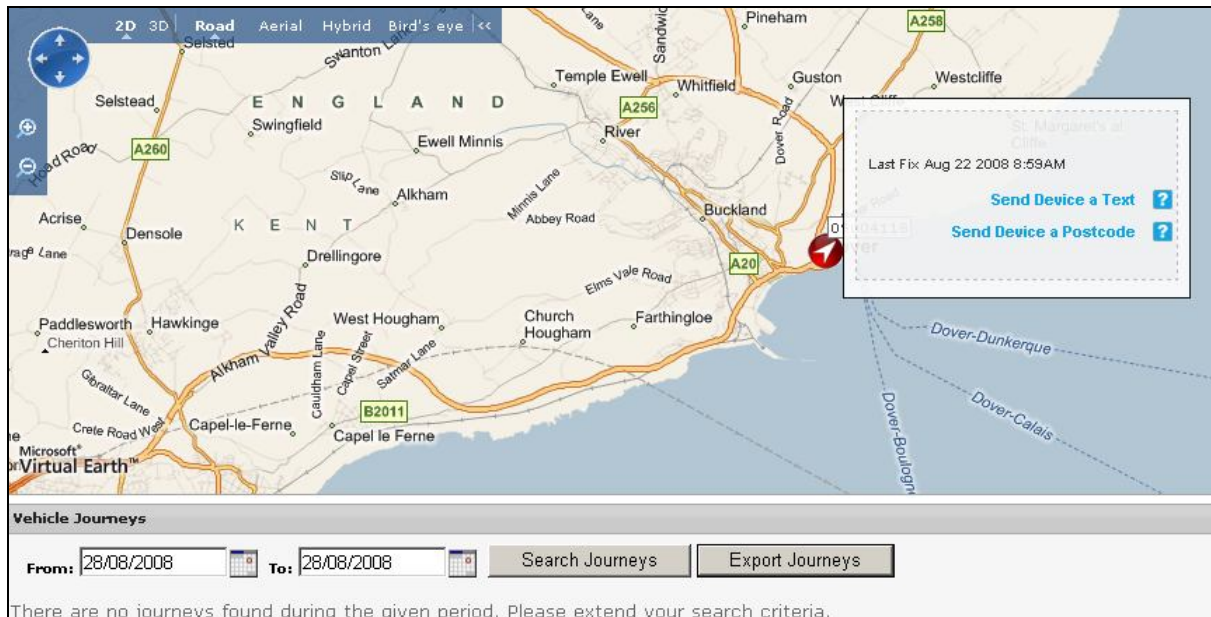

Figure 5 - Vehicle Journeys section is directly below the main map view

Figure 6 – Vehicle Journeys search results

How do I view journey details?

To view journey details and edit journeys click on the View Journey link to the right of the Journey Information table, which is below the main map view (as shown in Figure 7 below). The selected line will be highlighted and the map will then go in to Journey Edit mode, where you will see a Journey Information box and be able to review and edit the journey by hovering and clicking on the blue dots and start and end points along the route.
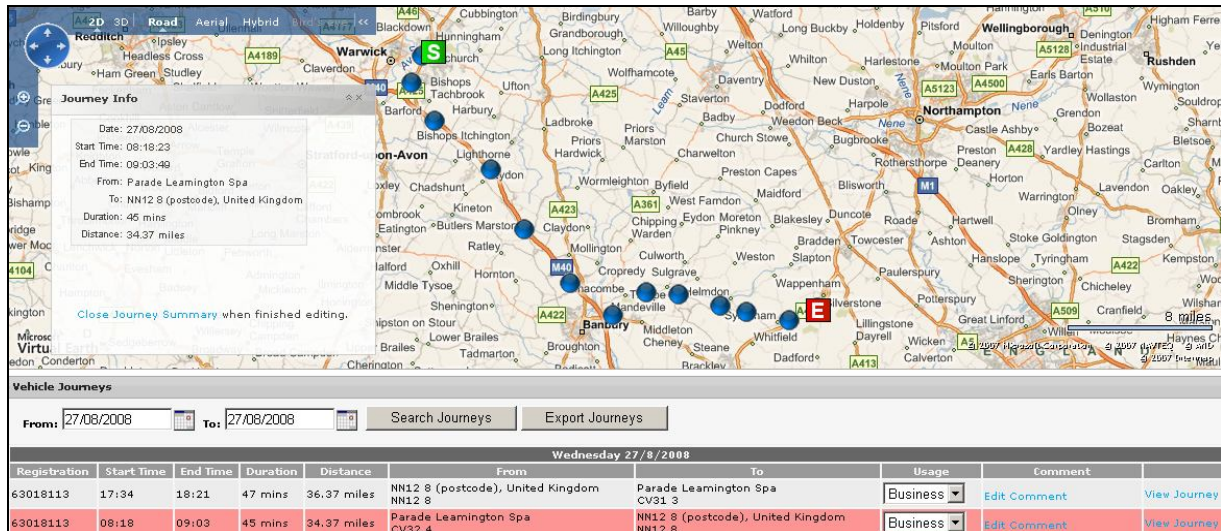

Figure 7 - Map in journey edit mode

When you are finished with viewing the particular journey, click on the "Close Journey Summary" button in the Journey Info box to return to Vehicle View mode.

How do I send a message to my device?

For all owners of Road Angel Connected products, you have the ability to send messages to your device from the Road Angel Connected Tracking Portal.

To send a text message from the portal, first hover over the device marker on the map which will then invoke an information box as shown in figure 8 below. This Information box shows the time that the last fix (or communication) was received from the device as well as a "send device a text" link allowing a message to be entered in to be sent to the device. The maximum size of a text message is 75 characters for the Navigator 9000 and 45 for the Professional Connected.

Please note the connected device does not store messages sent from the portal and as soon as a new message is received, this will overwrite the existing message. If the previous message had not been received before a new one being sent, the previous message may never be seen.

How do I send a postcode to my Navigator 9000?

For Navigator 9000 users only, you can send a postcode to your device from the Road Angel Connected tracking portal in readiness for your journey. Once in your vehicle, you can add the postcode previously sent via the tracking portal as a destination and navigate to it.

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To send a postcode from the tracking portal, hover over the device marker on the map to bring up an information box, as outlined in figure 8 below.

Click "Send Device a Postcode" and simply enter the postcode in the Postcode box, and press send. When you next turn on your device and it 'speaks' with our server, a message will appear advising that a postcode has been received. Follow the prompts to determine the route and navigate to your chosen location.
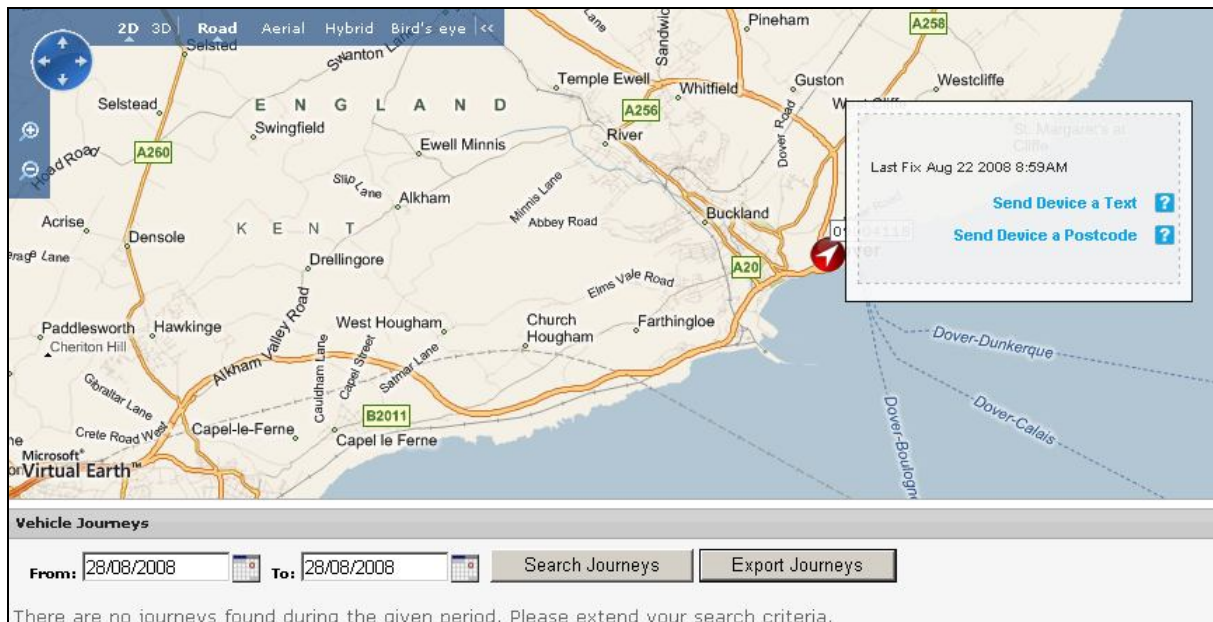

Figure 8 - Info box for text and postcode entry

How do I look up journey locations?

For start and end points of a journey (depicted by **S** and **E** and as seen in figure 9), simply however over the Start and End markers and a location description will be given in the pop-up box. For Mid-points (depicted by a blue dot) simply hover over the relevant point and click Lookup Journey Description. The location description will then appear in the pop-up box.
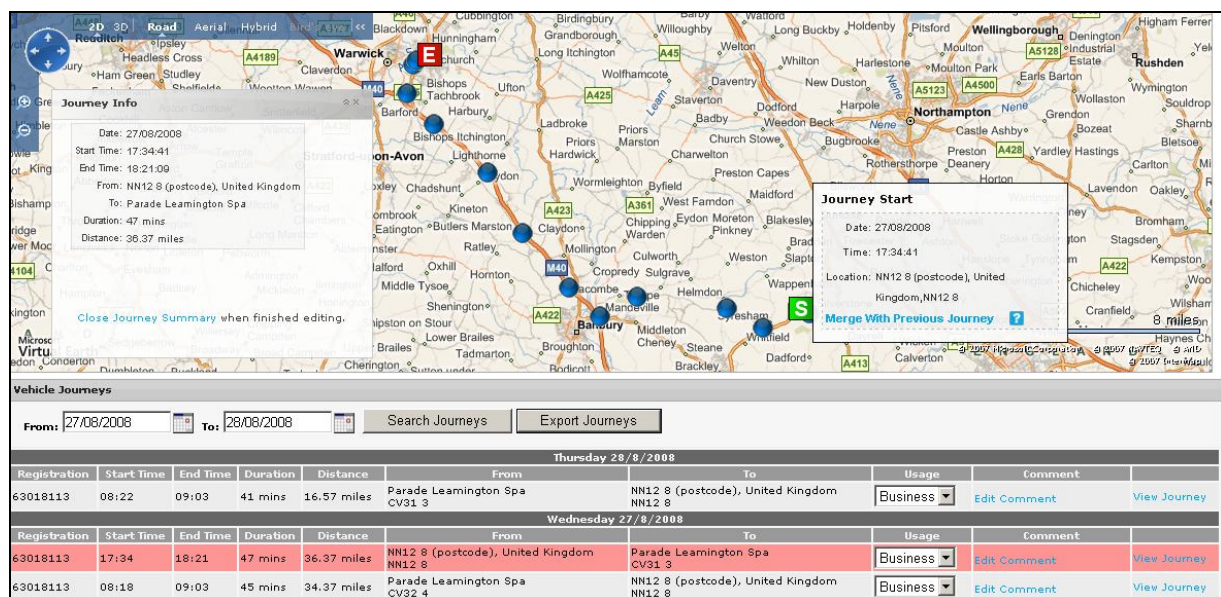

Figure 9 – Lookup location description

Road Angel Connected Tracking Portal Help

How do I merge two journeys together?

You may want to merge two journeys together to more accurately record journey time. To merge two journeys together, select view journey on your chosen journey. Hover over the start or end points of that journey on the map, and select Merge With Previous Journey or merge with next journey (as outlined in Figure 10 below), and follow the prompts.

All relevant information such as Journey Start location, Journey End location, time and duration will be automatically updated. After selecting this option the user will be able to view the two journeys merged into one to see the implications of the change before committing.

Figure 10 - Journey merge options

Why can't I merge my journeys?

The only reason why you might not be able to merge two journeys together is due to there being no previous journeys within the selected date range to merge the current journey with. This option is only available if there is a next or previous journey visible in the selected date range.

If you require this journey to be merged then please extend the date range to a wider range.

How do I split a journey?

The Split Journey option allows one journey to be split into two separate journeys. Two physical journeys will be considered to be one by the system if the time the vehicle was stationary for was less than ten minutes. This option will rectify the situation. The Split Journey option can be seen in figure 11.

All relevant information against both journeys concerned such as Start Locations, End Locations, Time and Durations will be automatically updated.
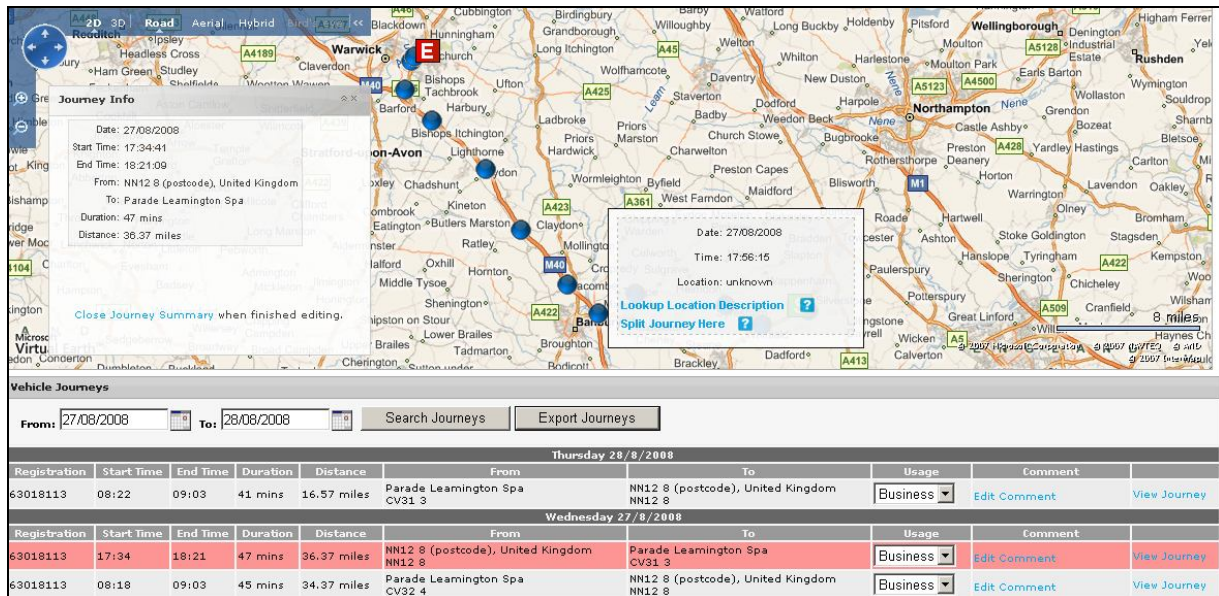
Figure 11 - Split journey options

How do I move journey start and end points?

Please note it is usual to miss the exact first and last locations of a journey due to device start up and shut down latency. The portal will therefore automatically assume that the end of your last journey will be the start position of your next journey. If you have travelled from that location with your connected device switched off, it may be necessary to manually change this point.

Start and end points can be moved on the map by right clicking on the marker and moving the pointer whilst holding the right button down. When you are happy with the location of the marker drop it on the map. The journey info box will provide a tick box option to also change the end point of the previous journey in line with your new chosen location. If you do not check this box the software will only update the current position to the new location.

What is a Mileage Estimate, and how accurate is it?

The Road Angel Connected Tracking Portal captures mileage information and provides a mileage estimate for each journey. Mileage information is displayed in the Distance column of each individual journey, and in the Journey Info box on the map view of a specific journey, as shown in figure 11.

Every effort has been made to ensure this is as accurate as possible, however, due to external influences we cannot guarantee the accuracy of the mileage estimate above 80% of the journey distance.

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How do I export journeys to a spreadsheet such as Microsoft Office Excel?

Your journey data can be exported to a spreadsheet using the "Export Journey" feature. To export journeys, first type in the date range of the journeys you wish to export, and then click Export Journeys when this list is generated.

For example, if you want to export all your journeys for June 2008, type in a 'from date' of 01/06/2008 and an 'To date' of 30/06/2008, and click search journeys. The list of journeys for this period will appear below. Click 'Export Journeys' (as seen in figure 11) and follow the prompts.

The journeys exported will only be those within the selected date range, so please ensure you have the desired data visible before exporting to the spreadsheet.

What do the various symbols on the Microsoft Virtual Earth map mean?

Please refer to Figure 12 below.

- 2D is the standard two-dimensional view that is displayed by default.

- 3D gives you the option to view the maps in three-dimensions to show heights and elevations. However this requires the use of a free of charge plug-in from Microsoft to use the Virtual Earth functionality.
- The four arrows in a circle allow you to pan in the direction of the arrows and move around the screen.

- Road, Aerial, Hybrid and Birds Eye give you different options to view the map:
  - Road - provides detailed road mapping as you would find in an atlas or journey planner.
  - Aerial - uses satellite derived imagery to give you a realistic view of the map.
  - Hybrid - this combines the satellite imagery with major roads and points of interest.
  - Birds eye - where available the bird's eye view uses imagery taken at very low level from an aircraft and as such provides realistic detail on the map.
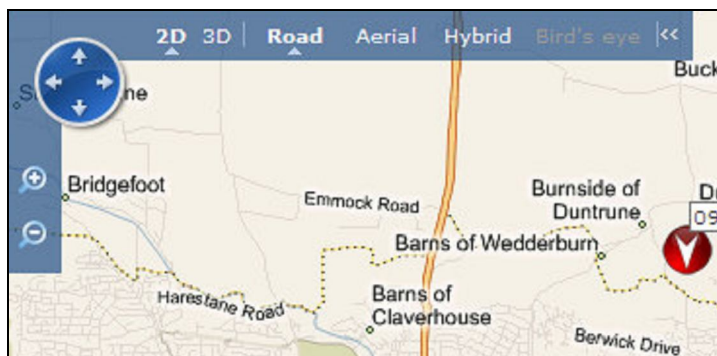

Figure 12 - Microsoft Virtual Earth map symbols

Who provides Road Angel with their mapping data?

The map data found in the Road Angel Connected Tracking Portal is the very latest data available from Microsoft and is the same information that can be found at the Microsoft Search Live Maps website.

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How old is the mapping data on the connected tracking portal?

Microsoft uses various techniques to acquire the best imagery available, most of which is approximately one to three years old. The age of mapping data may not always be in alignment between mapping modes i.e. Road, Aerial and Hybrid.

Which web browsers are supported by the Road Angel Connected tracking portal?

We currently support the three most widely used browsers, these being:-

- Microsoft Internet Explorer 6
- Microsoft Internet Explorer 7
- Mozilla Firefox 2

We are currently in the process of extending this list.